



**VA Health Care
Upstate New York**

Team Up With Us

www.visn2.va.gov

Volunteer News....

Recognizing the Efforts of VA Volunteers in Upstate New York



Local Veterans Attend National Golden Age Games

Fred Creutz at the 2010 National Golden Age Games

- **Your opinion matters! Tell us what you think about the volunteer newsletter.**
- **Partnering to Provide Patient Centered Care**
- **National Salute to Veteran Patients Week Wrap Up**

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Web Site

www.visn2.va.gov/vet/volunteer.asp

The VAVS newsletter has been created for all volunteers and potential volunteers of VA Health Care Upstate New York. This publication is meant to showcase the wonderful work all of our volunteers contribute to VA. Produced by VISN 2 Public Affairs. Printed by Veterans in the Pre-Vocational Apprenticeship Program, Bath VAMC.

We Want to Hear from You!

If you have any comments, questions, story ideas, etc. contact:

VISN 2 Public Affairs
VA at Clinton Crossings
919 Westfall Road,
Building B, Suite 115
Rochester, NY 14618
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Partnering with Our Volunteers to Provide Patient Centered Care



As a Veteran, I have personally experienced exceptional and compassionate medical care.

This firsthand knowledge makes me very sensitive to the treatment and comfort Veterans receive from both our health care staff and volunteers.

In my new role, I have the opportunity to visit our VA medical centers and outpatient clinics in Upstate New York and observe our staff and volunteers in action. I am very proud of the dedication and graciousness in which care and comfort are given to improve the overall quality of life for our patients.

As the interim network director, I am leading some key initiatives this year to improve the health care delivery to our Veterans. These initiatives, along with your volunteer time and donations will enhance our efforts in patient centered care:

- Veteran transportation to and from VA medical appointments similar to a bus line with scheduled times and routes
- Telehealth services, which make it possible for patients to have access to high-quality specialty care (medical and behavioral health) in their own home or at the closest VA medical facility
- My HealtheVet (www.myhealth.va.gov), which allows patients to send a secure message about their health to their VA health care team, becoming a part of the patient's primary care appointment

I look forward to our continuing partnership in serving America's Veterans.

Sincerely,

David J. West, FACHE
Interim Network Director

Your Opinion Matters!

Please take a few minutes to let us know what you think about the Volunteer Newsletter

As a result of the information provided in the newsletter, I am motivated to do more.

Strongly agree Agree Disagree Strongly disagree No opinion

As a result of the information provided in the newsletter, I have contacted my local VA volunteer office for a specific reason, purpose, position, event, donation, etc.

Strongly agree Agree Disagree Strongly disagree No opinion

I was able to find the type(s) of information I need in the newsletter.

Strongly agree Agree Disagree Strongly disagree No opinion

The information is clear and understandable

Strongly agree Agree Disagree Strongly disagree No opinion

I find the articles helpful and interesting

Strongly agree Agree Disagree Strongly disagree No opinion

My overall opinion of the newsletter is:

Very positive Positive Negative Very negative No opinion

I would recommend volunteering at VA.

Strongly agree Agree Disagree Strongly disagree No opinion

VA provides high-quality care to Veterans.

Strongly agree Agree Disagree Strongly disagree No opinion

What is your reaction to the new logo and newsletter design for VA Health Care Upstate New York?

- ☐ It is an improvement over the former design and logo
- ☐ Neutral
- ☐ Not as good as the former design and logo
- ☐ I was not aware that there had been a change

Tell us a bit about yourself:

☐ Male ☐ Female

Age

☐ Under 30 ☐ 30-45 ☐ 45-60 ☐ 60-79 ☐ 80+

How long have you been a VA volunteer?

☐ Less than 1 year ☐ 1-5 years ☐ 5-10 years ☐ More than 10 years

continued on page 4 ➤

Approximately, how many hours have you volunteered at VA in the last month?

- ☐ I have not volunteered in the past month
☐ 1-12 Hours
☐ 13-30 Hours
☐ More than 30 hours

What type of volunteering do you do for VA? (check all that apply)

- ☐ One-on-one with patients
☐ Special events
☐ Clerical/office
☐ Other _____

Where do you volunteer? Check all that apply

- ☐ Albany VA Medical Center
☐ Bath VA Medical Center
☐ Canandaigua VA Medical Center
☐ Syracuse VA Medical Center
☐ Western New York VA Medical Center (Buffalo or Batavia)
☐ Outpatient Clinic (please indicate which location) _____

If you could suggest one thing that would make your volunteer experience at VA better, what would it be?

Are you a veteran?

- ☐ Yes ☐ No

If you are a veteran, do you receive health care from VA?

- ☐ Yes ☐ No

Other Comments

Completed surveys can be dropped off at your local Volunteer Office or mailed to:

**VA Outpatient Clinic at Clinton Crossings
919 Westfall Road, Building B, Suite 115
Attn: VISN 2 Public Affairs
Rochester, NY 14618**

Local Veterans Attend National Golden Age Games

Physical activity and friendly competition engage the mind as well as the body. Now in its 25th year, the National Golden Age Games bring many of the events and activities available at VA medical centers to the competitive sports arena – helping to keep the aging Veteran population active. This year, 700 Veterans will compete in one of the most progressive and adaptive rehabilitative senior sports programs in the world in Honolulu, Hawaii, May 26-31.

VA Health Care Upstate New York has a number of patients and staff attending the Games.

Team Albany includes: **Norm Morey** (who will be accompanied by his wife Vicky), **Walt** (and Pat) **Brewer**, **Dave Nichols** (first time participant) and **Fred Creutz**. They will also be accompanied by Albany VA employees: **Michele Ferrauilo**, Adaptive Sports/National Games Coordinator and **Mary Nell Schmitz**, Recreation Therapist.

Team Canandaigua consists of Veterans: **Robert Baker**, **Embrose Dugas**, **Richard Goldych**, **Richard Lococo**, **Daniel Molloy**, **Jim McDermott**, **Francis “Frank” Sanko**, **Clint Stevens** (and his wife Fran); accompanied by Canandaigua VA Medical Center Recreation Therapy Assistant **Lucy Olson**; Physical Therapy Assistant **Cheryl Haberly**; and Social Services Assistant **Tina Notebaert**.

The Syracuse VA Medical Center will be represented by **John Hoatling**. **Bob Hawes**, Syracuse Voluntary Service Manager will also be attending the Games. He will be assisting with the management of the event and the coordination of volunteers for VA Central Office.

VA Western New York Healthcare System is hoping this year's team of: **Alan Abrams**, **Richard “Corky” Ahl**, **Duane Anchor**, **Robert “Bobbie” Darch**, and **Robert “Bob” Lillis** maintain the long tradition of bringing home multiple medals from the Games. They will be accompanied by **Kenneth Darch**, Recreation Therapist.

The Golden Age Games are open to Veterans age 55 or older who receive health care at a VA medical facility. Presented by the Department of Veterans Affairs (VA), Veterans Canteen Service (VCS), Help Hospitalized Veterans, as well as financial assistance from corporate sponsors and individual donors the Games include events like: swimming, cycling, golf, shot-put, discus, 10-meter air rifle, table tennis, dominoes, shuffleboard, horseshoes, nine-ball, bowling, checkers and croquet. Each event has seven age categories for participation, and Veterans with visual impairments and those who use wheelchairs for mobility may compete in the visually impaired or wheelchair divisions. Since 2004, the Golden Age Games have been a qualifier for the National Senior Games, a member of the U.S. Olympic Committee. Through this partnership, gold, silver and bronze medalists in certain events have the opportunity to compete further, among America's elite senior athletes.

Canandaigua sponsored the Golden Age Games in August 1999 at Hobart and William Smith Colleges in Geneva. That year, the Games consisted of 450 Veterans and 715 volunteers. Those volunteers accumulated 23,077 volunteer hours during the five-day event.



2011 VA Western New York Healthcare System Golden Age Games participant Alan Abrams (center) receives a gold medal from the officials at the 2007 Golden Age Games in Texas.



Walter Brewer (2011 Albany participant) playing croquet during the 2010 Golden Age Games.



A Veteran participates in the 1999 Golden Age Games in Geneva.

► Albany

Award Ceremony

The Annual Four Chaplains Brotherhood Award Ceremony, hosted by the Jewish War Veterans Post 105 was held at the Albany VA Medical Center in February. A reception was held to honor this year's recipient, John J. McKenna III. John was instrumental in the creation of the John J. McKenna IV Military Courtesy Room at the Albany International Airport in memory of his son who was killed while serving in Iraq. The courtesy room provides military personnel waiting for flights a place to relax, watch television, use e-mail, and have a snack.



John McKenna III (right) receives the Four Chaplains Brotherhood Award from Richard Goldenberg, Jewish War Veterans Post 105.

Donations

Thanks to the generosity of our Veteran organizations, fraternal organization and volunteers, we have been able to purchase:

- A treatment table for Physical Therapy
- Two blanket warmers for Oncology and Radiation Therapy
- Large screen televisions for the Audiology waiting room, Behavioral Health Recovery Center, and Hemodialysis Unit
- Bedspreads for the Community Living Center patient rooms

Thank you for your ongoing support and dedication.

Outreach Volunteers

Some of our volunteers were recently recognized at VA's Suicide Prevention Walk and Remembrance Ceremony for their help distributing materials at outreach events, colleges, etc. and providing clerical support for the Suicide Prevention Coordinator.



Suicide Prevention Coordinator, Joseph Hunter (left) and volunteer LaJuana Butler (right) use stones to symbolize memories of those who died by suicide.

Volunteers working with the Health Care for Homeless Veterans Program helped nearly 70 homeless Veterans get to shelters, housing programs, the medical center to enroll in VA Health Care, program services and clinic appointments this past quarter. This support substantially increased productivity for the Health Care for Homeless Veteran counselors.



Students from State University at Plattsburgh delivered personal comfort items and thank you cards to our hospitalized Veterans.

Calendar

Monday, May 30

Memorial Day Parade – 9:30 a.m.

Albany

Contact Voluntary Service if you are interested in joining the Albany VA Medical Center in the parade.

Memorial Day Ceremony – 2:30 p.m.

Saratoga VA National Cemetery

Friday, June 3

Cancer Survivors Day Ceremony – 10:00 a.m.

Saturday, June 11

Volunteer Recognition Ceremony & Picnic – 11:00 a.m.

Polish American Citizens Club

Friday, July 1

4th of July Picnic for Adult Day Health Care and Community Living Center

Hosted by Recreation Service

Sunday, July 3

4th of July Breakfast for Inpatients

Sponsored by the State Capital Region Elks

Monday, July 4

4th of July Gift Distribution and Patient Visitation

Volunteer Opportunities

- Companion: become a one-on-one companion to a resident in our Community Living Center
- DAV Transportation Drivers (early-morning, mid-morning, and afternoon)

Wish List

- Pre-paid minutes (cards) for TracFone cell phones
- Cans of coffee (regular)
- Electric razors
- 10 portable CD players with radio and power cord (no detachable speakers)
- Funds for:
 - GPF 1346 – Renovations (to create a more home-like environment) for the Community Living Center (Hospice/Nursing Home)
 - GPF 1337 – NuStep TRS4000 recumbent cross trainer

National Salute to Veteran Patients Week Wrap Up

More than 250 Veteran patients at the Bath VA Medical Center, their friends and family enjoyed a variety of activities during National Salute to Veteran Patients Week in February.

On Valentine's Day patients enjoyed cupcakes delivered by: the Mayor of Corning, **Richard Negri**; **Tim Decker**, Corning Painted Post Athletic Director; **Father Lew Brown** from All Saint's Parish; **Maryann Mineo** from the Corning Red Hatters; and **Ed Mancini**, Project Coordinator.

David Menz and the American Legion Riders, various American Legions from across New York State, and many corporate sponsors provided the funds to bring the United Services Organization's (USO) Liberty Bells to perform for the Bath VA Medical Center patients.

Chemung Canal Trust Company and the Simons-Rockwell Family of Dealerships with the help of Pembroke Pines Media provided support to bring nationally recognized Elvis tribute artist, **Chris MacDonald** to "rock" the auditorium for our Veteran patients. Elvis even distributed Hawaiian leis, scarves and teddy bears to the attendees.

The Ithaca College Football team enjoyed refreshments, playing pool, bowling and other activities with the Domiciliary Veterans during National Salute Week.

We would like to thank all of the organizations, schools, individuals and staff for contributing, visiting, and volunteering to help make this year's National Salute events a success. Over 3,851 Valentines were delivered throughout the week to our Veterans.



"Elvis" gives a lucky attendee a silk scarf.



Mary Ann Mineo from the Corning Red Hatters delivers a Valentine to a Veteran.



The USO Liberty Bells pose with WWII Veteran and Purple Heart recipient, John Williams. "Uncle Jack" as he is affectionately known at the Bath VA, now resides in our Community Living Center.



The USO Liberty Bells performed songs from the WWII era.

Volunteer Opportunities

- Mealtime Assistants
- Drivers
- Information Desk
- Church Escorts
- Assist with Special Events

Wish List

- Deodorant
- Body wash
- Toothpaste
- Toothbrushes
- Lotion
- Powder
- Combs/brushes
- Disposable razors
- Shaving cream
- Denture cleanser
- Denture adhesive
- Envelopes
- Stamps
- Pen/pencils
- Grocery or restaurant gift cards
- New undershirts
- Tickets to museums or sporting events
- DVDs
- Bread mixes
- Creamer/coffee

Calendar

May 15

Corning Brass Works Concert

May 21

**Mansfield Operation Enduring Freedom/
Operation Iraqi Freedom (OEF/OIF)
Motorcycle Visit**

May 30

Memorial Day Parade - 1:00 p.m.

June 11

American Legion Riders Motorcycle Run

July 9

Cattaraugus/Alleghany Chicken BBQ

July 30

**Benevolent and Protective Order of Elks
Pig Roast**

► Canandaigua

Donations



A donation of a stereo and speaker system for the KT Clinic, pictured (from left to right): Manly Hayes, Frank Sanko, Lynn Tewksbury, Earl Ardune, Mike Hartranft, Canandaigua VA employee, and volunteer Ron Edward.



The Veterans of Foreign Wars Auxiliary (VFWA) State President, Sharlene Allen (left) presented Canandaigua Associate Director, Peg Owens with a donation from the VFWA.



Dick Grube (left) presented Hank Riegel, Recreation Therapist Supervisor with a new wheelchair van for the Canandaigua VA Medical Center. The van was donated by the Veterans of Foreign Wars (VFW) Post 6200 of Ovid and Post 1323 of Seneca Falls and auxiliaries.

Volunteer Opportunities

Opportunities fill regularly. Please call Louise at (585) 393-7729 for more information.

- Various opportunities for the Veterans Family Day event on Saturday, June 11 (set up and clean up, decorations, children's activities, food, etc.)
- Escort (various shifts)
- Adult Day Health Care: Assist with activities/socialization, wheelchair escort, mealtime, etc.
- Mealtime Assistant
- Drivers (various shift and on call) Canandaigua and Rochester
- Hospice Compassionate Companion (as needed)
- Computer Lab (various shifts)
- Clerical (Monday-Friday, various shifts)
- Recreation Therapy (Monday-Friday, various shifts)
- Menu Helper
- Grounds Crew
Laundry (weekdays 7:00 a.m.-4:00 p.m., for 3 hour shifts or more)
- Supply: Assist with inventory, audits, filing, travel to clinics (with staff)
- Office Assistant (Rochester, Monday-Friday)

Airplane Club Shares Hobby with Veterans



The Canandaigua SkyCHIEFS radio controlled model airplane club hold their monthly meeting at the Canandaigua VA Medical Center. Veterans are invited to participate to get hands-on instruction flying model planes.

Canandaigua Wish List

- Deodorant
- Shampoo
- Shaving cream
- Body lotion
- Creamer
- Sugar and sugar substitute
- Baking items (vanilla, sugar, flour)
- Peanut butter
- English muffins
- Bowling/movie tickets
- Gift cards from Wal-Mart/Wegmans/Tops
- Prepaid phone cards
- Tickets to sporting events, zoo, etc.
- Paper products (plates, napkins)
- New socks, underwear, sweatshirts, sweatpants
- Postage stamps
- Cookie and bread mixes
- Prepaid gas cards

Monetary donations are always welcome. If you or your organization would like to make a donation to the account of your choice, please specify that you are in agreement that food and beverages may be purchased for our Veterans. This is in compliance with the new rules and regulations associated with the purchase of food.

*Reminder: All volunteers and organizations that serve food to Veterans need to have a copy of their food safety certificate and/or NYS license to serve food on file in Voluntary Service. Please mail yours to our office if you have not done so already.

continued on page 9 ►

► Canandaigua

National Salute to Veteran Patients Week Activities



George Mann performed for Veterans.



Recreation Therapists Hank Pearson and Lucy Olson delivered donuts to Veterans.



Local students gather to deliver Valentines to Veterans.

Calendar

All events are held in the building 5 auditorium unless otherwise noted.

May 4

VAVS Community Council Meeting – 1:00 p.m.

May 5*

Pie, Plant & Ice Cream Sale – 9:30 a.m. – 2:00 p.m.

May 9

Bee Keepers Association Meeting – 7:00 p.m.

May 15*

Lunch & Bingo - Noon

May 19*

**Dehond Dance School – 10:00 a.m.
Bingo – 7:00 p.m.**

May 24

Project Healing Waters Clinic – 7:00 p.m.

May 27

Memorial Day Observance – 2:00 p.m.
Sponsored by Masons and Chaplain Service

May 30

**Canandaigua Community Parade
Cake – 1:00 p.m.**
All Wards/Community Living Center

June 7*

Rhythm Workshop: Drum Circle – 2:00 p.m.

June 9*

Canandaigua Middle School Jazz Band Concert – 10:00 a.m.

June 11

Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn Veterans & Family Day – 10:00 a.m. – 2:00 p.m.
Courtyard

Flag Day Distribution/Retirement Ceremony – 10:00 a.m.

Sponsored by the Knights of Columbus, Courtyard 1

June 13

Bee Keepers Association Meeting – 7:00 p.m.

June 25*

Strawberry Festival – Noon
Pavilion

June 26*

Veterans Picnic – Noon
Pavilion

July 4

Cake – 1:00 p.m.
All Wards/Community Living Center

July 11

Bee Keepers Association Meeting – 7:00 p.m.

July 12

Blood Drive – 7:30 a.m. – 1:00 p.m.

July 16*

Len Messina Trio – 11:00 a.m.
Pavilion

July 24*

Cookout and Ballgame – 11:00 a.m.
Pavilion

**Escorts Needed*

Escorts are needed 45 minutes prior to the event. Without your assistance, many of the Veterans may not be able to participate.

***Catholic Mass is every Saturday at 3:00 p.m. and Sunday at 10:30 a.m. in building 5. Protestant Services are every Sunday at 8:30 a.m. Call (585) 393-7729 for more information.*

Thank You

As always, we would like to thank all of our Service Organizations, individuals and other groups that have taken the time to provide comfort and care to Veterans at the Syracuse VA Medical Center.

We received a number of Valentines from local schools, community groups and service organizations. Veterans' rooms and hallways were decorated with the colorful cards.

Veterans in need received clothing and comfort items thanks to the generosity of a number of donors. Patients were able to enjoy special breakfasts, luncheons, dinners, a Super Bowl Party and birthday parties, bingo, casino events, Wii games, friendly visits, crafts, books, magazines, coffee, calendars, and much more. Veterans enjoyed entertainment by chorale groups, children's choirs, youth all star bands, harp music, and magic shows.

Volunteer Opportunities

- Clerical (several): Filing, data entry, typing, customer service and Microsoft Office skills.
- Patient escort/transport: Positions always available. If you are a DAV driver with time in between driving, please consider helping.

Sons of the American Legion Host Walk to Benefit the Syracuse VA Medical Center

The Sons of the American Legion sponsored a walk entitled: "They Marched for Us, Let's Walk for Them" on Saturday, April 23 at Onondaga Lake Park. Special thanks to **Bob Cox** who helped coordinate what will become an annual event to benefit the Syracuse VA Medical Center.

Creative Arts Show

The Veterans Creative Arts Show/Competition was held in February at the Onondaga Community College Storer Auditorium. Thank you to the American Legion Auxiliary for sponsoring this event. Congratulations to the volunteers who showcased their artwork: **Reggie Adams, Michael North, Carolyn Cosentino, and Emil Rossi. Terry Mitchell** showcased his musical skills by playing the piano during the opening and closing of the show.



Emil Rossi poses with his painting titled, "Blue Feathers."

Wish List

- Prepaid phone cards
- Sweatpants (new)
- Tickets to plays, sporting events, etc.
- Gift cards (grocery stores, restaurants, etc.)
- Gently used books
- Magazines (no more than three months old)
- Personal care items (travel size deodorant, powder, toothbrushes, mouthwash, etc.)
- Funds for coffee service
- Hats, scarves and gloves
- Knit or crocheted items: mittens (contact voluntary service for sizing/directions), scarves (75 x 5"), lap robes (without fringe in the following sizes: 24 x 34", 27 x 36", 35 x 45", 36 x 36")

Volunteer Opportunities

- Adult Day Health Care: Assist Veterans and work with staff - Buffalo
- Clerical - Buffalo
- Coffee Cart: Daily based on vacancy - Buffalo
- Computer Assistant
 - Help Veterans with computer skills - Batavia
 - Create electronic documents - Buffalo
- Drivers (DAV and parking lot shuttle) - Batavia and Buffalo
- Emergency Room - Buffalo
- Women's Wellness Clinic - Buffalo
- Greeters - Buffalo
- Mailroom - Buffalo
- Patient/Ward Visitation(s) - Batavia and Buffalo
- Patient Escort/Transport - Batavia and Buffalo
- Physical Therapy - Buffalo
- Reminder Phone Calls - Buffalo
- Recreational Aide: Assist with/organize activities for patients - Batavia and Buffalo
- Volunteer Office - Buffalo

Western NY Calendar

May 18

VAVS Quarterly Meeting – 1:30 p.m.
Batavia: Building 4, Auditorium

May 30

Memorial Day Observance(s)
8:30 a.m. – Batavia: Building 3,
Flag Pole Area
10:00 a.m. Parade – Main Street, Batavia
2:00 p.m. - Buffalo: Freedom Hall

June 29

American Red Cross Blood Drive –
1:30 p.m.
Buffalo: Freedom Hall

July 20

VAVS Quarterly Meeting – 1:30 p.m.
Buffalo: Freedom Hall

► Western New York

Erie County Farm Bureau Donates Proceeds from Annual Fundraiser



For the sixth consecutive year, the Erie County Farm Bureau donated proceeds from their annual "Food Check Out" week to VA Western New York Healthcare System (VAWNYHS). Pictured (left to right): Melissa Krul, VAWNYHS Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn (OEF/OIF/OND) program; Sharon Panasiewicz, VAWNYHS OEF/OIF/OND program; Jack Oles, Erie County Farm Bureau; Royce Calhoun, VAWNYHS Assistant Director accepting a \$500 check from Brian Zilke, President, Erie County Farm Bureau; Hans Mobias, Erie County Farm Bureau; Jacob Anderson, VAWNYHS Homeless program; and Tim Bigham, Erie County Farm Bureau.

Women's Wellness Program Receives Donation from AMVETS



Jill Lamantia, VA Western New York Healthcare System Women's Wellness Program Manager (center) accepts a donation of 40 'new babies' gift bags from AMVETS Post #45 and Auxiliary members.

Creative Arts Festival



American Legion Auxiliary (ALA), Department of New York past president, Viola Brosart (center) presents a \$500 check to VA Western New York Healthcare System (VAWNYHS) Creative Arts Therapist Ralph Sirianni (left) and VAWNYHS Medical Center Director, William F. Feeley (right) during the local Creative Arts Festival open house. This annual event is supported by many ALA units throughout the greater Buffalo and Erie County

WNY Wish List

- Art Therapy supplies – Buffalo
- Bus tokens (Niagara Frontier Transportation Authority) - Buffalo
- DVDs – Buffalo
- Phone cards – Batavia & Buffalo
- Stamps/stationary - Buffalo
- Birthday cards – Batavia & Buffalo
- Treadmill(s) – Buffalo
- Comping coupons – Batavia & Buffalo
- Comfort items – Buffalo
- Gift cards (grocery store, Target, Wal-Mart, etc.) – Batavia & Buffalo
- Snack packs – Batavia & Buffalo
- Bread mixes – Batavia & Buffalo
- New clothing for men and women (please call for sizes) – Batavia & Buffalo: sweatpants, sweatshirts, t-shirts, socks, undergarments
- Homeless Veterans Program: Contact Jacob Anderson for details at (716) 881-5855. Items to consider: socks, undergarments, seasonal clothing, personal care items, small/basic appliances for apartments
- Funding for:
 - Patient activities – Batavia & Buffalo
 - Newspaper and magazine subscriptions – Batavia & Buffalo
 - Travel for patients in need – Buffalo
 - DAV Volunteer Transportation Program – Batavia & Buffalo
 - Send donation directly to DAV Department of New York
 - Magazines (no more than three months old)

Please note: we can no longer accept:

- Puzzles
- VHS tapes
- Hardcover books
- Used clothing

Before purchasing any item, please contact Voluntary Service to make sure that the item has not already been purchased.

VA Health Care Upstate New York
VISN 2 Public Affairs
VA at Clinton Crossings
919 Westfall Rd., Bldg. B, Suite 115
Rochester, NY 14618

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VA Medical Centers

Albany

113 Holland Avenue
Albany, NY 12208
(518) 626-5000

Batavia

222 Richmond Avenue
Batavia, NY 14020
(585) 297-1000

Bath

76 Veterans Avenue
Bath, NY 14810
(607) 664-4000

Buffalo

3495 Bailey Avenue
Buffalo, NY 14215
(716) 834-9200

Canandaigua

400 Fort Hill Avenue
Canandaigua, NY 14424
(585) 394-2000
(800) 204-9917

Syracuse

800 Irving Avenue
Syracuse, NY 13210
(315) 425-4400

Community-Based Outpatient Clinics

Auburn

Auburn Memorial Hospital
17 Lansing St.
Auburn, NY 13021
(315) 255-7002

Bainbridge

109 North Main Street
Bainbridge, NY 13733
(607) 967-8590

Binghamton

425 Robinson Street
Binghamton, NY 13901
(607) 772-9100

Catskill

Greene Medical Bldg.
159 Jefferson Heights
Catskill, NY 12414
(518) 943-7515

Clifton Park

1673 Route 9
Clifton Park, NY 12065
(518) 626-5205

Coudersport Satellite Clinic of Wellsville

24 Maple View Lane, Suite 2
Coudersport, PA 16915
(814) 260-9342

Dunkirk

Valor Health Center
166 East 4th Street
Dunkirk, NY 14048
(800) 310-5001

Elizabethtown

7426 NYS Rte. 9N
Westport, NY 12993
(518) 626-5236

Elmira

Health Services Building
200 Madison Avenue
Suite 2E
Elmira, NY 14901
(877) 845-3247 ext. 44640

Fonda

Camp Mohawk Plaza
2623 State Highway 30A
Fonda, NY 12068
(518) 853-1247

Glens Falls

84 Broad Street
Glens Falls, NY 12801
(518) 798-6066

Jamestown

608 West 3rd Street
Jamestown, NY 14701
(716) 338-1511

Kingston

63 Hurley Avenue
Kingston, NY 12401
(845) 331-8322

Lackawanna

Our Lady of Victory
Family Care Center
227 Ridge Road
Lackawanna, NY 14218
(716) 822-5944

Springville Satellite Clinic of Lackawanna

27 Franklin Street
Springville, NY 14141
(716) 592-7400

Lockport

5883 Snyder Drive
Lockport, NY 14094
(716) 438-3890

Malone

3372 St. Rt. 11, Main Street
Malone, NY 12953
(518) 483-1529

Mansfield Satellite Clinic of Elmira

63 Third Street
Suite 104
Mansfield, PA 16901
(570) 662-0507

Massena

1 Hospital Drive
Massena, NY 13662
(315) 769-4253

Niagara Falls

2201 Pine Avenue
Niagara Falls, NY 14301
(716) 862-8580

Olean

465 North Union Street
Olean, NY 14760
(716) 373-7709

Oswego

437 State Route 104E
Oswego, NY 13126
(315) 207-0120

Plattsburgh

80 Sharron Avenue
Plattsburgh, NY 12901
(518) 561-6247

Rochester

465 Westfall Road
Rochester, NY 14620
(585) 463-2600

Rome

Griffiss Park
125 Brookley Road,
Building 510
Rome, NY 13441
(315) 334-7100

Schenectady

1322 Gerling St.
Sheridan Plaza
Schenectady, NY 12308
(518) 346-3334

Tompkins/Cortland County

1451 Dryden Road
Freeville, NY 13068
(607) 347-4101

Troy

295 River Street
Troy, NY 12180
(518) 274-7707

Warsaw

Wyoming County
Community Hospital
400 N. Main Street
Warsaw, NY 14569
(585) 786-2233

Watertown

19472 U.S. Route 11
Watertown, NY 13601
(315) 221-7026

Wellsville

3458 Riverside Drive,
Route 19
Wellsville, NY 14895
(877) 845-3247 (Bath)

Vet Centers

Albany Vet Center

17 Computer Drive West
Albany, NY 12205
(518) 626-5130

Binghamton Vet Center

53 Chenango Street
Binghamton, NY 13901
(607) 722-2393

Buffalo Vet Center

2372 Sweet Home Road,
Suite 1
Buffalo, NY 14228
(716) 862-7350

Rochester Vet Center

2000 South Winton Road
Building 5, Suite 201
Rochester, NY 14618
(585) 232-5040

Syracuse Vet Center

716 East Washington Street,
Suite 101
Syracuse, NY 13210
(315) 478-7127

Watertown Vet Center

210 Court Street, Suite 20
Watertown, NY 13601
(315) 782-5479



**VA Health Care
Upstate New York**

- For enrollment information, call
1-888-823-9656

For information on eligibility, VA health care, benefits, enrollment or questions on your billing statement

- For medical care and clinic appointments, call your local primary care doctor or your local VA Medical Center.

- For Reliable Health Information on the Web, visit www.myhealth.va.gov